



OFFICE SERVICES SUPERVISOR I
(GENERAL) & (TYPING)
Final Filing Date: September 20, 2013

PROMOTIONAL

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER - Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

EXAMINATION BASE DEPARTMENTAL FOR:

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION (CDCR) [excluding California Prison Industry Authority & California Correctional Health Care Services (CCHCS)]

WHO SHOULD APPLY COMPETITION LIMITED TO STATE EMPLOYEES
Applicants must have a permanent civil service appointment with CDCR OR must be: 1) a current or former employee of the Legislature for two or more years as defined in Government Code § 18990; OR 2) a non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code § 18992; OR 3) a person retired from the United States Military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235 and 235.2.

NOTE: Applicants applying under Government Code § 18991 must provide documentation of retirement or honorable discharge from the United States Military.

HOW TO APPLY Submit Examination Application (Std. Form 678)

By mail to: or In person at:
Department of Corrections and Rehabilitation Office of Workforce Planning
P.O. Box 942883
Sacramento, CA 94283-0001
(916) 322-2545
Department of Corrections and Rehabilitation Office of Workforce Planning
1515 "S" Street, Room 100-S
Sacramento, CA 95811-7243
(916) 322-2545

If you are personally delivering your application, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, on or before the final filing date to the same street address as listed above for the Office of Workforce Planning and Selection.

NOTE: Only applications with an original signature will be accepted.

APPLICATION DEADLINE/ REQUIREMENTS September 20, 2013 is the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after this date will not be accepted for any reason.

All applicants must meet the education and/or experience requirements for this examination by the written test date.

TEST DATE The written test date will be December 14, 2013.

SALARY RANGE(S) As of: August 15, 2013.
Range A: \$2,638-\$3,306
Range S: \$2,690-\$3,361

MINIMUM QUALIFICATIONS Either I
One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Assistant, Range B.

Or II
Two years of clerical experience performing duties pertinent to the specialty for which application is made.

Additional Desirable Qualifications: Equivalent to completion of the twelfth grade.

Qualifying experience may be combined on a proportionate basis if the requirements stated above include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates who possess qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

OUT-OF-CLASS EXPERIENCE: A "completion of an out-of-class assignment" memorandum, dated within one year of assignment completion, is required to use as out-of-class experience to meet the minimum qualifications for examination purposes. Employees may obtain this documentation from his/her Institutional Personnel Officer/Personnel Liaison. Out-of-class experience without required documentation will not be considered for examination purposes.

EXAMINATION PLAN

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the examination. **CANDIDATES WHO DO NOT APPEAR FOR THE WRITTEN TEST WILL BE DISQUALIFIED.**

Written Test -- Weighted 100.00%

- Scope:** Emphasis in the examination will be on measuring competitively, relative to job demands, each candidate's:
- A. Knowledge of:**
- 1. Modern office methods, supplies and equipment
 - 2. Business English and correspondence
 - 3. Principles and techniques of effective supervision and training
 - 4. Department's Equal Employment Opportunity (EEO) Program objectives
 - 5. A supervisor's role in the EEO program and the processes available to meet EEO objectives
- B. Ability to:**
- 1. Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations
 - 2. Follow oral and written directions
 - 3. Evaluate situations accurately and take effective action
 - 4. Read and write English at a level required for successful job performance
 - 5. Make clear and comprehensive reports and keep difficult records
 - 6. Meet and deal tactfully with the public
 - 7. Apply specific laws, rules, and office policies and procedures
 - 8. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling
 - 9. Communicate effectively
 - 10. Plan, organize, direct, and supervise the work of others
 - 11. Effectively contribute to the department's Equal Employment Opportunity (EEO) objectives

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established to fill vacancies for CDCR. The list(s) will be abolished **12 months** after establishment unless the needs of the service and conditions of the list(s) warrant a change in this period.

POSITION DESCRIPTION AND LOCATION(S)

Office Services Supervisor I (General/Typing) is the working supervisor level. Under general supervision, incumbents train new employees, supervise a small group engaged in difficult clerical work and personally perform the most complex work.

Positions exist statewide with the California Department of Corrections and Rehabilitation.

VETERANS POINTS/ CAREER CREDITS

Veterans preference points and career credits are not granted in promotional examinations.

GENERAL INFORMATION

It is the candidate's responsibility to contact CDCR's Office of Workforce Planning at (916) 322-2545 three weeks after the final filing date if he/she has not received a progress notice.

It is the candidate's responsibility to contact CDCR's Office of Workforce Planning at (916) 322-2545 five days prior to the written test date if he/she has not received his/her notice.

Applications are available at CDCR's offices, California Department of Human Resources offices and local offices of the Employment Development Department, and online at <http://jobs.ca.gov/Profile/StateApplication>.

The Department of Corrections and Rehabilitation reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned changed. Such revisions will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: If this examination requires a written test and/or oral interview, they will be scheduled throughout the State at the correctional institutions, youth facilities, and/or parole regions. However, locations of the written test and/or oral interview may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by a competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional; 2) departmental promotional; 3) multidepartmental promotional; 4) servicewide promotional; 5) departmental open; 6) open. When there are two lists of the same kind, the older must be used first.

If you meet the requirements stated in this bulletin, you may take this examination. Possession of the entrance requirement(s) does not assure success in the examination or placement on the employment list. All candidates who pass the examination described in this bulletin will be ranked according to their scores.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination and fingerprinting may be required. In open examinations, an investigation may be made of employment records and personal history.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES WILL BE HIRED

FOR CURRENT CDCR TESTING INFORMATION CALL (916) 322-2545
Telecommunications Relay Service (TRS): DIAL 7-1-1
www.cdcr.ca.gov